

WATER & WASTEWATER FIELD REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Water and Wastewater Field Representative exists is to perform a variety of customer service and water related field services in the Water Operations Division in the Water Resources Department. This classification is non-supervisory. Work is performed under general supervision by the Water Operations Supervisor.

ESSENTIAL FUNCTIONS

Locates and marks water and sewer lines, water valves and sewer manholes as requested through Arizona BLUESTAKE Center and required by State law prior to excavating.

Investigates water leaks and reports of sewer stoppages. Determines appropriate cause of action. Repairs minor water leaks when required.

Installs water meters for new home construction and replaces failed water meters.

Responds to citizen requests on water quality or pressure problems, sewer odor and roach complaints. Communicates with citizens and City staff in a face-to-face setting, by telephone and two-way radio in a professional and courteous manner.

Observes and monitors data to determine compliance with prescribed operating and safety standards.

Inspects well, booster and reservoir sites on a regular, pre-determined basis. Responds appropriately to correct operational deficiencies. Observes and records information regarding chlorine usage, water pressures and flow meter readings.

Attendance and punctuality are essential functions to this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Construction methods, procedures and equipment used in water and/or wastewater system installation, maintenance and repair.

Ability to:

Work rotating weekend shifts and a call-out schedule.

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Read blueprints and quarter section maps; keep an activity log.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Operate a variety of equipment and machinery requiring continuous or repetitive arm and hand movements.

Listen and communicate effectively with a diverse group of people.

Remain calm when potentially mis-marking water or sewer lines that could result in injury to people, damage to property and large claims against the City.

Prioritize schedule and work tasks and complete work within specified time periods and deadlines.

Move and lift heavy objects (50 pounds or more) both short and long distances.

Walk up and down stairs and over rough terrain.

Work in adverse conditions, including extreme hot temperatures, cold temperatures, wind, rain and a high volume of noise.

Education & Experience

Any combination of education, training and experience equivalent to three years with a water and/or wastewater distribution system, large sprinkler system, or equivalent capacity.

Must possess and maintain during this position an Arizona Commercial Driver's License – Class A with tanker and air brake endorsement, with no major driving citations in the last 39 months for all driving positions.

Possess State of Arizona Operator Certification I, Water Distribution and Wastewater Collection (or obtain within one year of receiving position.)

Special Requirement

Individuals in this classification must possess a valid Arizona Commercial Driver's License (CDL) at the time of hire or promotion date. As a condition of continued employment, an individual of this classification must maintain a valid Arizona Commercial Driver's License (CDL) with appropriate endorsements and is subject to random, unannounced drug and alcohol testing to comply with the Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations 49 Code of Federal Regulations (CFR) Part 382.

FLSA Status: Non-exempt

HR Ordinance Status: Classified